



Statewide Contract Information Sheet

Statewide Contract Number	99999-001-SPD0000134-0004	NIGP Code	96146, 96167, 96175
Name of Contract	Translation, Interpretation and Sign Language Solutions		
Effective Date	01/01/2018	Expiration Date	12/31/2020
Contract Table of Contents			
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Supplier Information Sheet

Contract Information	
Statewide Contract Number	99999-001-SPD0000134-0004
PeopleSoft Supplier Number	5955952
Supplier Name & Address	
<p>All World Language Consultants Inc 172 Rollins Ave Rockville, MD 20852</p>	
Contract Administrator	
<p>Carlos A. Scandiffio CEO D: 301.385.6518 scandiffio@alcinc.com</p>	
Contact Details	
Ordering Information	<p>Fill Out form below and submit to request@alcinc.com or call 301.881.8884</p>
Remitting Information	<p><Enter your PO number> Via regular mail (for lockbox): All World Language Consultants Inc 172 Rollins Ave Rockville, MD 20852</p>
Service Areas	Sign Language Statewide
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	<p>Supplier will accept Purchase Orders. Supplier also accepts Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.</p>



Interpreter/CART Services Request Form

1. Date Request is Submitted to ALC:

2. Type of Service Requested:

3. Number of Interpreters:

4. Contract number:

5. Name of Agency:

6. Individual Requiring Service:

7. Requester Information:

Name:

Agency/Division:

E-Mail:

Phone Number:

8. Date Service is Required:

Time Service is Required (start-to-end):

9. Brief Description of Assignment:

10. Staff Meeting All Hands Training Ceremony
 Other (please give explanation)

Will informational materials be provided in advance to ALC to share with the assigned interpreter(s)?

- YES NO

If so, please email request@alcinc.com , so they are shared appropriately.

11. Location of Assignment (including suite or room numbers):

12. Point of Contact:

Name:

Email:

Phone Number:

13. Onsite Escort (if different from above POC):

Name:

Email:

Phone Number:

14. Special Needs (if applicable):

- Secret Clearance Top Secret Clearance
 Other: requesting at least advanced certification or equivalent

If there are any further questions, comments, or concerns, please contact request@alcinc.com. Any and all input or feedback is requested and encouraged.



AllWorld Language Consultants Price List Sign Language StateWide

1 Hour Minimum

Standard Business Hours		
Description	Unit of Measure	Unit Price
<i>Basic Sign Language</i>	<i>Hour</i>	\$72.50
<i>Medical Rate</i>	<i>Hour</i>	\$74.00
<i>Video Remote Interpreting</i>	<i>Hour</i>	\$74.00
<i>Legal Rate</i>	<i>Hour</i>	\$74.00

Non Standard Business Hours		
Description	Unit of Measure	Unit Price
<i>Basic Sign Language</i>	<i>Hour</i>	\$75.00
<i>Medical Rate</i>	<i>Hour</i>	\$77.00
<i>Video Remote Interpreting</i>	<i>Hour</i>	\$77.00
<i>Legal Rate</i>	<i>Hour</i>	\$77.00

Additional Services: Is only available after the first hour of service

SERVICE REQUIREMENT		SUPPLIER PROPOSED
Description	Unit of Measure	Unit Price
<i>Educational Rate</i>	<i>Hour</i>	\$75.00
<i>Tactile</i>	<i>Hour</i>	\$75.00
<i>CART Services</i>	<i>Hour</i>	\$138.00
<i>Voice Over Response</i>	<i>Hour</i>	\$75.00
<i>Basic Sign Language</i>	<i>Half Hour</i>	\$37.50
<i>CART Services</i>	<i>Half Hour</i>	\$37.50
<i>Tactile</i>	<i>Half Hour</i>	\$37.50
<i>Legal Rate</i>	<i>Half Hour</i>	\$37.50
<i>Medical Rate</i>	<i>Half Hour</i>	\$37.50

Standard Hours: 8am-5pm

Non Standard Hours: 5:01pm-7:59am

State Regional Map





Changes/Renewals/Extensions

The initial contract term is January 1, 2018 through December 31, 2020. This contract has three (3) one (1) year optional renewals.



DOAS Contact Information

Czarina Woods

Contract Management Specialist

Georgia Department of Administrative Services

(404) 656-5452

Czarina.Woods@doas.ga.gov



Statewide Contract Information Sheet

Statewide Contract Number	99999-001-SPD0000134-001	NIGP Code	96146, 96167, 96175
Name of Contract	Translation, Interpretation and Sign Language Solutions		
Effective Date	01/01/2018	Expiration Date	12/31/2020
Contract Table of Contents			
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Contract Information	
Statewide Contract Number	99999-001-SPD0000134-0001
PeopleSoft Supplier Number	0000479075
Supplier Name & Address	
Interpreters Unlimited 10605 Treena St, Suite 308 San Diego, CA 92131	
Contract Administrator	
Shamus Sayed 800-726-9891 ext.115	
Contact Details	
Ordering Information	Call (800) 726-9891 Ordering Instructions: Requestors will be asked basic information pertaining to the assignment. Such as Time, Place, Number of Interpreters, Language needed, Billing Account Information.
Remitting Information	<u>P.O. Box 27660, San Diego, CA 92198</u>
Services Provided: Service Areas	In Person Interpretation: Region 3
Payment Terms	Net 30 Days
Discounts	1%/20
Bid Offer includes	State and Local Government
Acceptable payment method	Supplier will accept Purchase Orders. Supplier also accepts Purchasing Card under this contract as permitted by



	current policies governing the Purchasing Card program.
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Interpreters Unlimited Price List In-Person Region 3 ONLY * 1 Hour Minimum*

Standard Business Hours			
Description	Unit of Measure	Unit Price	
Tier 1 Language	Hour	\$34.24	
Tier 2 Language	Hour	\$44.29	
Tier 3 Language	Hour	\$44.95	

Non Standard Business Hours			
Description	Unit of Measure	Unit Price	
Tier 1 Language	Hour	\$34.24	
Tier 2 Language	Hour	\$44.29	
Tier 3 Language	Hour	\$44.95	

Additional Services: Is only available after the first hour of service		
Description	Unit of Measure	Unit Price
Tier 1 Language	Half Hour	\$20.00
Tier 2 Language	Half Hour	\$25.00
Tier 3 Language	Half Hour	\$36.00

Standard Hours: 8am-5pm

Non Standard Hours: 5:01pm-7:59am

Tier 1 Language: Spanish

Tier 2 Languages: Vietnamese, Mandarin, Burmese, Korean, French, Farsi, Russian, Amharic, Arabic, Nepali, Bosnian, Karen, Tigrinya, Swahili, Haitian Creole, Hindi, Hemispheric Indigenous Languages

Tier 3 Languages: All other languages not listed in Tier 1 and 2.

State Regional Map





Changes/Renewals/Extensions

The initial contract term is January 1, 2018 through December 31, 2020. This contract has three (3) one (1) year optional renewals.



DOAS Contact Information

Czarina Woods

Contract Management Specialist

Georgia Department of Administrative Services

(404) 656-5452

Czarina.Woods@doas.ga.gov



Statewide Contract Information Sheet

Statewide Contract Number	99999-001-SPD0000134-0002	NIGP Code	96146, 96167, 96175
Name of Contract	Translation, Interpretation and Sign Language Solutions		
Effective Date	01/01/2018	Expiration Date	12/31/2020
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Supplier Information Sheet

Contract Information	
Statewide Contract Number	99999-001-SPD0000134-0002
PeopleSoft Supplier Number	0000550348
Supplier Name & Address	
<p>Lionbridge Technologies Inc 1050 Winter St. Suite 2300 Waltham, MA 0251</p>	
Contract Administrator	
<p>John Drugan Government Sales Representative D: 978.964.9550 John.Drugan@Lionbridge.com</p>	
Contact Details	
Ordering Information	<p>Set Up account: Go to Page 4 then Call 978.964.9550.</p> <p>To Order after account has been setup: Step 1. Call Lionbridge's toll-free number 800-444-6627 Step 2. Enter 8-digit user PIN Step 3. Select language from IVR Step 4. Connect to interpreter</p>
Remitting Information	<p><Enter your PO number > Via regular mail (for lockbox): Lionbridge Technologies Inc 1050 Winter St. Suite 2300 Waltham, MA 0251</p>



Service Areas	Telephonic Statewide
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	Supplier will accept Purchase Orders. Supplier also accepts Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.



LionBridge Price List

Telephone Interpreting Statewide

CATEGORY: Telephonic Interpretation		
Description	Unit of Measure	Unit Price
<i>Tier 1 Language</i>	<i>Minute</i>	\$0.40
<i>Tier 2 Language</i>	<i>Minute</i>	\$0.62
<i>Tier 3 Language</i>	<i>Minute</i>	\$0.69

Account Set Up Instructions

To begin receiving interpretation or translation services under Georgia contract 99999-001-SPD0000134-002 please contact John Drugan or Susan Gryder. The Lionbridge operations team and dedicated Program Manager will immediately begin the implementation process to establish an account, generate customized user PINs, provide detailed Skype or on-site training, and customized supplemental training material on how to use Lionbridge's translation and interpretation services.

Lionbridge Primary Contract Administrator:

John Drugan

Email: John.Drugan@Lionbridge.com

Telephone: 781-801-2929

Fax: 781-434-6024

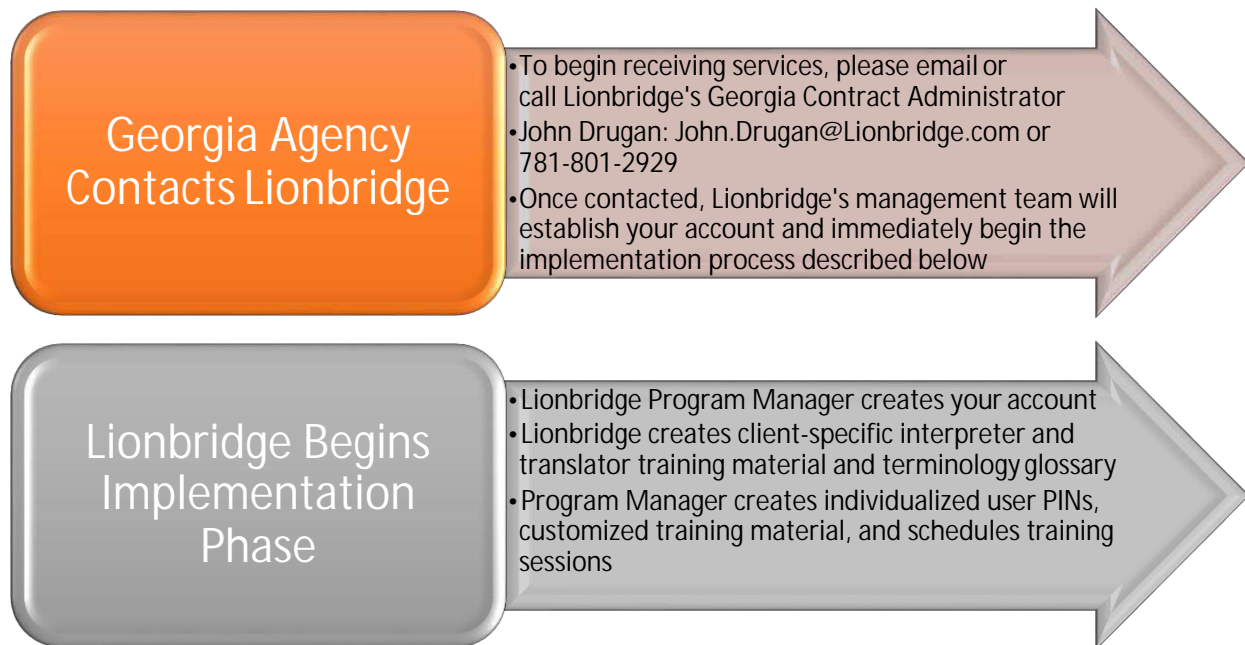
Lionbridge Secondary Contract Administrator: Susan Gryder

Email: Susan.Gryder@Lionbridge.com

Telephone: 202-652-2004

Fax: 781-434-6024

Purchasing Process through Lionbridge



Lionbridge Price Schedule and How to Use Services

The below services are offered by Lionbridge under Georgia statewide contract 99999-001-SPD0000134-002.

Telephonic Interpretation

Language	Cost Per Minute
Tier 1 (Spanish only)	\$0.40 per minute
Tier 2 Languages (See below)	\$0.62 per minute
Tier 3 Languages (See below)	\$0.69 per minute

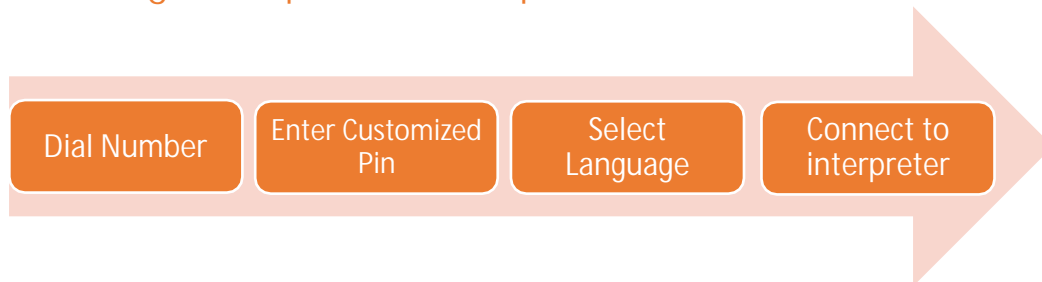
Tier 2 Languages

Vietnamese	Russian	Tigrinya
Mandarin	Amharic	Swahili
Burmese	Arabic	Haitian Creole
Korean	Nepali	Hindi
French	Bosnian	Hemispheric Indigenous Languages
Farsi	Karen	

Tier 3 Languages

All other languages not included in first two tiers.

The Lionbridge Telephonic Interpretation Call Flow



The graph above illustrates the simple call flow that Georgia users will follow to access a telephonic interpreter. Once established with Lionbridge account, Georgia can choose from the most commonly requested languages via an IVR (interactive voice recording) menu for the fastest connection time to an interpreter.

For languages not found on the IVR, users will connect via a live operator, who can also assist with language identification, customer support, and any other questions. Our live operator support is also available 24/7/365. On our government contracts, Lionbridge has fulfillment rates of over 96% for all languages and over 99% for Spanish requests.

Telephonic Interpretation Language List

The list below represents all languages that Lionbridge can provide telephonic interpretation services for 24/7/365 at the rates provided above.

Acateco	Cape Verdian	Flemish	Ilocano
Acholi	Catalan	Foo Chow	Ilongo
Adygei	Cebuano	French	Indonesian
Afemi	Cha-Chao	Fuji/Fujiman	Ingush
Afrikaans	Chalchiteco	Fukienese	Ishan/Ishaw
Aguacateco	Chaldean	Fula	Istiekiri
Akan	Chechen	Fulani	Italian
Akum	Chin	Fulani-Guinea	Jacalteco
Albanian	Chinanteco	Fuqing	Jamaican Patois
Amdo	Chuj	Ga	Japanese
Amharic	Circassian	Gaelic	Jarai
Amozquena/Amuzc	Comorian	Garifuna	Javanese
Anlo	Creole	Garre	Juba (Sudanese Creole)
Anuak	Croatian	Gbande	Kachin
Arabic	Czech	Georgian	Kaiping
Arakanese	Dagomba	German	Kannada
Aramaic	Dahalo	Gheg/Albanian	Kanuri
Armenian	Danish	Gio-Dan	Kashmiri
Ashanti	Dari/Farsi-Afgh	Gisi/Kissi	Kazakh
Assyrian	Dingara	Goanese Konkani	Kekchi
Attie	Dinka	Gola	Kham
Azerbaijani	Dioula	Gonja	Khmer/Cambodian
Bajuni	Divehi	Goun	Khmu
Baluchi	Djerma (Zarma)	Grebo	Kikuya
Bambara	Dutch	Greek	Kinyarwanda
Bamilinke	Dyoula	Gujarati	Kirghiz
Bandi	Dzongkha	Guyanese	Kiribati/Gilbertese
Basque	Edo	Hainan	Kirundi
Bassa	Ejagham	Hakka	Kisii from Kenya
Baule	Efik	Harari	Kongo/Kikongo
Belize Creole	English	Hassaniya	Konjobal
Bengali	Enping Dialect	Hausa	Konkani
Benin	Estonian	Hebrew	Konyanka
Berber	Etsako	Hilagoynan	Korean
Bete	Eutian	Hindi	Kosovo
Bhutanese	Ewe	Hmong	Kosraean
Bosnian	Falam	Hokkien	Kotokoli
Bukusu	Fanti	Hunan	Kouranko
Bulgarian	Farsi-Afghani	Hungarian	Kpelle
Burmese	Farsi-	Ibo	Krahn
Byelorussian	Iranian/Persian	Icelandic	Krio
Cachiquel	Fijian	Igbo	Kru
Cambodian/Khmer	Filipino	Ijo/Ijor	Kuki
Cantonese	Finnish	Ikai	

Kurdish	Mixtec	Quiche-Achi	Taiwanese
Kurmanji	Mongolian	Rabinal Achi	Tajiki
Kyrgyzstani	Montenegrin	Rahaween	Taki Tamazight
Lahu	More/Moshey	Rhade	(Berber) Tamil
Lao	Moshi	Romanian	Tau-Sug
Latvian	Multani	Romany	Tchamba
Lebanese Arabic	Munukutuba	Runyawana	Telegu
Lingala	Muong	Russian	Temne
Lithuanian	Nahuatl	Rutoro	Thai
Loma	Navajo	Rwanda	Tibetan
Lorma	Nda Nepalese	Saamia	Tigre
Luganda	Newari	Samoaan	Tigrinya/Eritrean
Lugbara	Ngemba	Sarahule	Toishan
Lukabaras	North African Arabic	Sarpo	Tongan
Luo	Norwegian	Serbian	Tosk/Albanian
Lusoga	Nubian	Serbo-Croatian	Trique
Maasai	Nuer	Serer-Sine	Trukese
Macedonian	Nyankore	Shanghai	Tshiluba
Malagasy	Nzema	Shina	Turkish
Malay	Ogoni	Shona	Turkmen
Malayalam	Onyanja	Sicilian	Tuvaluan
Malinke	Oriya	Sindhi	Twi
Maltese	Oromo	Sinhalese	Tzotzil
Mam	Palauan	Slovak	Uighur
Mandarin	Pampangan	Slovenian	Ukranian
Mandingo	Pangasinan	Somali	Urdo
Mandinka	Pidgen English	Soninke	Urhobo
Mandinko	Papiamento	Soto	Uzbek
Maninka	Plautdietsch	Spanish	Vai
Mano	Pocomam	Sranan Tongo	Vietnamese
Marathi	Pohnepaen	Sri Lankan Tamil	Visayan
Marshallese	Polish	Sudanese	Wali
Mayan	Popti	Susu	Waray-Waray
Maymay	Punjabi	Swahili	Wenzhou
Mende	Poulaar	Swazi	Wobe
Metta-Moghamo	Portuguese	Swedish	Wolof
Mien	Pushtu	Sylhetti	Xiamen
Minan	Putian	Szechuan	
Mingrelian	Quechua	Tabassaran	
Misquito/Miskito	Quiche	Tagalog	
Mixe		Tai-Dam	

State Regional Map





Changes/Renewals/Extensions

The initial contract term is January 1, 2018 through December 31, 2020. This contract has three (3) one (1) year optional renewals.



DOAS Contact Information

Czarina Woods
Contract Management Specialist
Georgia Department of Administrative Services
(404) 656-5452
Czarina.Woods@doas.ga.gov

Statewide Contract Information Sheet

Statewide Contract Number	99999-001-SPD0000134-0003	NIGP Code	96146, 96167, 96175
Name of Contract	Translation, Interpretation and Sign Language Solutions		
Effective Date	01/01/2018	Expiration Date	12/31/2020
Contract Table of Contents			
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Supplier Information Sheet

Contract Information	
Statewide Contract Number	99999-001-SPD0000134-0003
PeopleSoft Supplier Number	0000595087
Supplier Name & Address	
Ad Astra Inc. 8701 Georgia Avenue, Suite 800 Silver Spring, MD 20910	
Contract Administrator	
Roxana Marquez Director of Operation D: 301.408.4242 Ext 131 C: 315.244.8722 roxana@ad-astrainc.com	
Contact Details	
Ordering Information	Method: Online www.scheduleinterpreter.com/ad-astra Method: Email interpreting@ad-astrainc.com (interpreting) translation@ad-astrainc.com (translation)
	Method: Call 301-408-4242, option 1 (interpreting) 301-408-4242, option 4 (translation) (Requestors will be asked basic information pertaining to the assignment. Such as Time, Place, Number of Interpreters, Language needed, Billing Account Information)
Services Provided:Service Areas	Translation: Statewide In Person Interpretation: Region 1,2,4 and 5
Payment Terms	Net 30 Days
Bid Offer includes	State and Local Government
Acceptable payment method	Supplier will accept Purchase Orders. Supplier also accepts Purchasing Card under this contract as permitted by current policies governing the Purchasing Card program.

AD ASTRA Price List
In-Person Region 1,2,4 & 5
Request Made With Greater Than 24hr Lead
Time
1 Hour Minimum

Standard Business Hours		
Description	Unit of Measure	Unit Price
Tier 1 Language	Hour	\$40.00
Tier 2 Language	Hour	\$50.00
Tier 3 Language	Hour	\$60.00

Non-Standard Business Hours		
Description	Unit of Measure	Unit Price
Tier 1 Language	Hour	\$42.00
Tier 2 Language	Hour	\$55.00
Tier 3 Language	Hour	\$62.00

Additional Services: Is only available after the first hour of service		
Description	Unit of Measure	Unit Price
Tier 1 Language	Half Hour	\$21.00
Tier 2 Language	Half Hour	\$27.50
Tier 3 Language	Half Hour	\$31.00

Standard Hours: 8am-5pm

Non-Standard Hours: 5:01pm-7:59am

Tier 1 Language: Spanish

Tier 2 Languages: Vietnamese, Mandarin, Burmese, Korean, French, Farsi, Russian, Amharic, Arabic, Nepali, Bosnian, Karen, Tigrinya, Swahili, Haitian Creole, Hindi, Hemispheric Indigenous Languages

Tier 3 Languages: All other languages not listed in Tier 1 and 2.

AD ASTRA Price List
In-Person Region 1,2,4 & 5
Request Made With Less Than 24hr Lead Time
1 Hour Minimum

Standard Business Hours		
Description	Unit of Measure	Unit Price
Tier 1 Language	Hour	\$50.00
Tier 2 Language	Hour	\$60.00
Tier 3 Language	Hour	\$70.00

Non-Standard Business Hours		
Description	Unit of Measure	Unit Price
Tier 1 Language	Hour	\$52.00
Tier 2 Language	Hour	\$65.00
Tier 3 Language	Hour	\$72.00

Additional Services: Is only available after the first hour of service		
Description	Unit of Measure	Unit Price
Tier 1 Language	Half Hour	\$26.00
Tier 2 Language	Half Hour	\$32.50
Tier 3 Language	Half Hour	\$36.00

Standard Hours: 8am-5pm

Non-Standard Hours: 5:01pm-7:59am

Tier 1 Language: Spanish

Tier 2 Languages: Vietnamese, Mandarin, Burmese, Korean, French, Farsi, Russian, Amharic, Arabic, Nepali, Bosnian, Karen, Tigrinya, Swahili, Haitian Creole, Hindi, Hemispheric Indigenous Languages

Tier 3 Languages: All other languages not listed in Tier 1 and 2.

AD ASTRA Price List

Translation Statewide Request Made With Greater Than 24hr Lead Time

CATEGORY: Translation Statewide		
Description	Unit of Measure	Unit Price
Document Formatting	Hour	\$20.00
Copying & Editing	Word	\$0.04
Tier 1 Language	Word	\$0.06
Tier 2 Language	Word	\$0.12
Tier 3 Language	Word	\$0.15

Translation Statewide Request Made With Less Than 24hr Lead Time

CATEGORY: Translation Statewide		
Description	Unit of Measure	Unit Price
Document Formatting	Hour	\$40.00
Copying & Editing	Word	\$0.08
Tier 1 Language	Word	\$0.12
Tier 2 Language	Word	\$0.24
Tier 3 Language	Word	\$0.30

Tier 1 Language: Spanish

Tier 2 Languages: Vietnamese, Mandarin, Burmese, Korean, French, Farsi, Russian, Amharic, Arabic, Nepali, Bosnian, Karen, Tigrinya, Swahili, Haitian Creole, Hindi, Hemispheric Indigenous Languages

Tier 3 Languages: All other languages not listed in Tier 1 and 2.

*Document Formatting – Process of formatting text to a specific layout i.e. Brochure, pamphlet, or book

*Copying- transcribing text from original document to another document

*Editing- Proofreading written text for grammar, punctuation, and sentence structure



Ad Astra Primary Phone # -- 301-408-4242
(use Monday-Friday, 8am-8pm)

Ad Astra Secondary Phone # -- 202-302-3379
(use Nights, Weekends, Holidays)

How to Request Language Services

Information you will need to place a request

- ü Date & time of the assignment
- ü Length of the assignment
- ü Location of the assignment (full address, suite #, room #, dept. name, etc.)
- ü Name of an on-site POC
- ü Phone number of the on-site POC
- ü Name of the Consumer/End User
- ü Language of the Consumer/End User (inc. regional dialect, or country of origin, if known)
- ü Type of appointment (social services, legal/court, medical, training, etc.)
- ü Any other details that would be helpful for Ad Astra staff

How to reach our team

▪ In-Person Interpreting (On Site)

By Email (preferred method)	interpreting@ad-astrainc.com
By Phone	301-408-4242, press option 1
Using our Scheduling System *Please contact Ad Astra if you wish to use the system but do not have your login credentials.	www.scheduleinterpreter.com/ad-astra
Department Manager	Diana Amelina (diana@ad-astrainc.com)
Project Manager	Vanessa Farias (vanessa@ad-astrainc.com)

▪ Document Translation Services

By Email (preferred method)	translation@ad-astrainc.com
By Phone	301-408-4242, press option 4
Using Plunet *Please contact Ad Astra if you wish to use the system but do not have your login credentials.	http://adastra.plunet.com/index.jsp
Project Manager	Doris Chang (doris@ad-astrainc.com)

▪ ALL REQUESTS PLACED AFTERHOURS OR WEEKENDS

Any time you need to reach Ad Astra before 8am, after 8pm, or on weekends, please call 202-302-3379.

State Regional Map





Changes/Renewals/Extensions

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